Save the Day for Play
Resources for the Intentional & Responsive Educator
AN ASCY INITIATIVE

Save the Day for Play Troubleshooting Guide

Please note the following troubleshooting issues are known issues for the Save the Day for Play version 3.1. ***All other versions of Save the Day for Play are no longer supported.*** If you are using older versions of SDP and wish to continue using the Save the Day for Play Software, please upgrade to Save the Day for Play version 3.1

IMPORTANT NOTES:

Save the Day for Play has not been updated to support Windows 8.
Save the Day for Play only runs in Windows operating systems, Windows 7, Vista and XP.
Save the Day for Play is currently unable to be networked and must be installed on a single computer, under a single user name.

Installation YouTube Video

http://www.youtube.com/watch?v=SlmPVn6X83U&feature=youtube_gdata

Installation Troubleshooting

1. Unspecified Error
   a. Turn off anti-virus software, uninstall and re-install SDP Software
2. Unable to install software
   a. The User installing the SDP Software does not have Administrative Rights to install software on the computer. Contact your IT support person
3. Unable to register Software
   a. Turn off anti-virus software, uninstall and re-install SDP Software
   b. Software is not registered. Contact ASCY for a registration code.

Administrator Basics YouTube Video

http://www.youtube.com/watch?v=Jpoc-QOcAeA&feature=youtube_gdata

Administrator Troubleshooting

1. Unable to add Classrooms
   a. Click on the + sign beside the login names
   b. Refer to the ***Save the Day for Play Software Administrator Video***

User YouTube Video

http://www.youtube.com/watch?v=CHcaGbUqy10&feature=youtube_gdata

User Troubleshooting

1. Cannot add children in documentation screen because the screen seems to be cut off
   a. Change your screen resolution until the drop down arrow appears
   b. Use the screen resolution fix (note: try and change the screen resolution on the computer before using the fix)
   c. Refer to the ***Changing Screen Resolution for Save the Day for Play Software***

User Troubleshooting Cont.

2. The error “The program is not registered...” displays when opening “Save the Day for Play”.
   Solution:
   a. “Save the Day for Play” must be installed with a user who has administrative privileges and a user which everyone can use to access the Software.
   b. Reboot your computer and log in to the computer as the same user profile under which “Save the Day for Play” was installed.
   c. Turn off wifi connection to ensure that you aren’t logging into another user profile. Reboot the computer and login to the computer as the same user profile under which “Save the Day for Play” was installed.

3. The child portfolio report displays error: “The expression is typed incorrectly or is too complex to be evaluated. For example: a numeric expression may contain too many complicated elements.” The report has missing bar chart or pie chart.
   Problem: There are missing indicators or a blank record in the document “skills tab”
   Solution: Delete or complete the blank records or add the missing indicators.

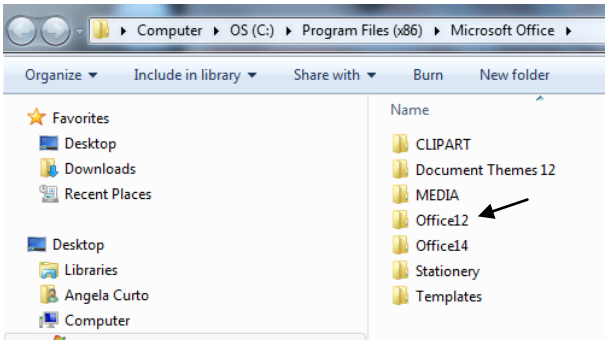
4. Cannot view pictures in documentation, pictures no longer linked to Software
   Refer to the User YouTube Video
   http://www.youtube.com/watch?v=CHcaGbUqy10&feature=youtube_gdata

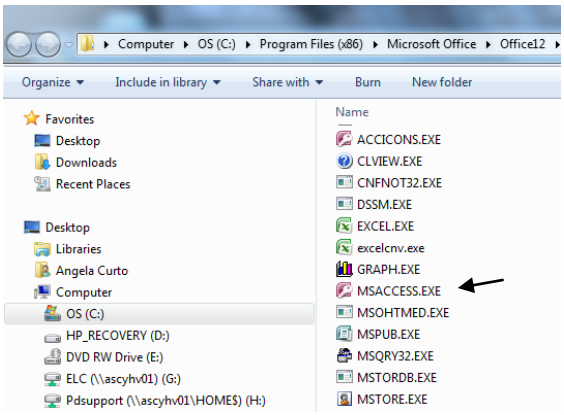
5. Multiple images do not display even though path is correct. You have the full version of MSOffice Access 2010 installed on your computer. Save the Day for Play program must be associated with the Access 2007 Runtime.

   Method 1 solution: Re-associate Save the Day for Play program file to “Access 2007 Runtime”

   32-bit Windows Operating System: Browse to c:\Program Files\Microsoft Office\Office 12\MSAccess.exe (double click on file)

   64-bit Windows Operating System: Browse to c:\Program Files (x86)\Microsoft Office\Office 12\MSAccess.exe (double click on file)

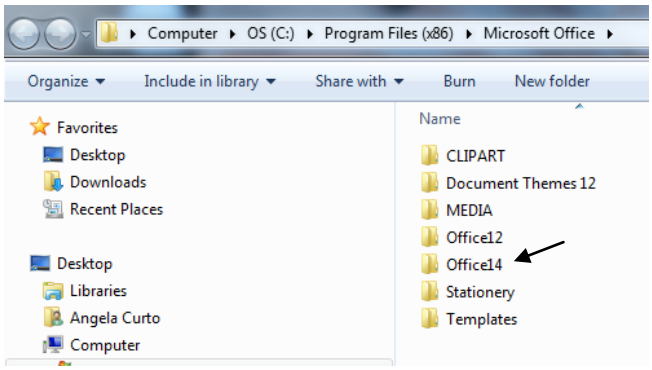




If you are using the full version MSOffice Access 2010 for other database files, you may need to re-associate your database files to MSOffice 2010.

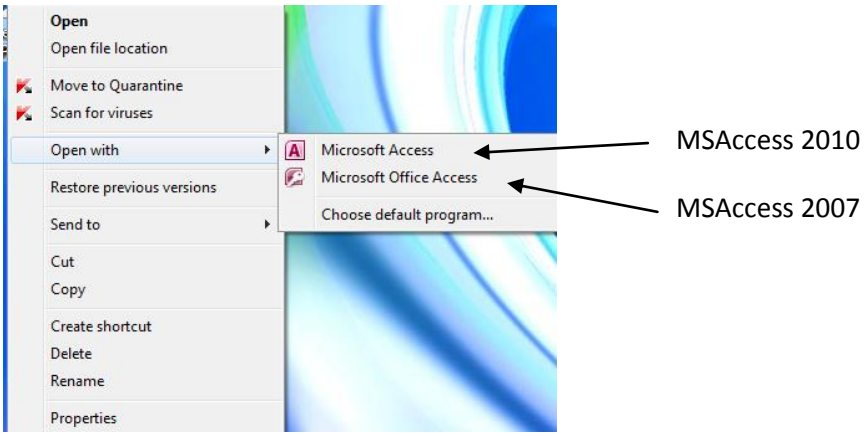
32-bit Windows Operating System: Browse to c:\Program Files\Microsoft Office\Office 14\MSAccess.exe (double click on file)

64-bit Windows Operating System: Browse to c:\Program Files (x86)\Microsoft Office\Office 14\MSAccess.exe (double click on file)



Method 2 solution: Right click on database file (accdr, accdb or accde). Choose **Open with**. Choose the second option which is the MSOffice 2007 Runtime.

Re-associate to Office Access 2010
Right click on database file. Choose **Open with**. Choose the second option which is the MSOffice 2010.



Software Support

If you require additional support with the Save the Day for Play Software beyond what was offered in the Trouble shooting Guide and YouTube support videos, please complete the following form and fax or email it to ASCY. An ASCY representative will get back to you within 3 business days.

ASCY fax #: 905 574 8843 **email: savethedayforplay@ascy.ca**

Name:

Email address:

Early Learning Program Name:

SDP Mentor Name:

Software Version (check one): ☐ 2.3 ☐ 3.0 ☐ 3.1

The problem is occurring during/or under the (check one): ☐ ***Installation*** ☐ ***Administrator*** ☐ ***User***

Please describe the problem in as much detail as possible.

Thank You
Save the Day for Play Admin Support